

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	ITB Number
\$1,987,500	DHS 41-CAN-07-41001

Bid Description:

Kent County-Bid for Early Impact home based visitation services funded by both County funds and the local DHS CSPP allocation.

Due Date For Response:

8-3-06

Contact Person Name:

Susan Toman

Phone #:

(616) 247-6281

E-Mail Address:

tomans@michigan.gov

Signature of Contact Person:

Date

E-mail this entire document to: DHS-OCRS@michigan.gov

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: CAN-07-41001

Bid Submission Due Date & Time: 8-03-06 at 4:00 p.m.

Geographic Area to be Served: Kent County

Service Titles: Early Impact Services

Anticipated Contract Begin and End Dates: October 1, 2006 through September 30, 2009

Method of Reimbursement: Actual Cost X Unit Rate

Maximum Annual Contact Amount: \$ 662,500 per year

Issuing Office: Department of Human Services Kent County DHS

Contact Person: Susan Toman

Telephone #: 616 247-6281 Fax #: 616 247-6100

Email Address: tomans@michigan.gov

Pre-proposal Conference: (Date, time, location) 7-18-06 at 3:00 pm at Cascade DHS office
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: 7-18-06 at 3:00 pm

Submit 6 copies of the bid response and two copies of the budget document, in a separate sealed envelope, to this address:

Kent County DHS		
DHS Office		
415 Franklin SE		
Street Address		
Grand Rapids	MI	49507
City	State	Zip

The bidder must submit all inquiries regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS' availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provision. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS to determine the bidder's fiscal viability, at its discretion. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939. Completion: Mandatory. Penalty: Contract Invalid	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
--	---

BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Kent County.

B. Location of Facilities

The Contractor staff are located at:

The Contractor shall provide services described herein in client homes or at a location other than the Contractor's usual place of business as agreed to by the client and/or the referring worker.

C. Client Eligibility Criteria/Determination

1. Eligible Clients

- Family members and children active for Delinquency services if included in the DHS local Child Safety and Permanency Plan.
- Families open to the Preventive Services for Families Program if the source of funding includes Prevention as an eligible group (i.e. Strong Families/Safe Children (SFSC) or Child Protection/Community Partners (CPCP).
- Families open to the Children's Protective Services Program and other "preponderance of evidence" Category III (P.A. 484 of 1998) families (open or closed cases) who are referred to community based services.
- Family members and children in foster care (including neglect and delinquent wards placed in foster care).
- Family members and children of an adoptive family for whom a need for post-adoptive services has been identified by the Agency.

2. Determination of Eligibility

The local office shall determine eligibility. Each person to be provided service shall be identified by name in a written referral to the Contractor. A local office may initiate a referral by telephone as long as it is followed up

within 5 business days with a written referral. Written referrals may come via fax.

D. Services to be Delivered

Service #1 of 1: EARLY IMPACT SERVICES

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Accept and assign each case referral to a therapist/counselor with a minimum of a Master's Degree who is either certified or licensed by the State to provide individual, group, marital or family counseling or psychotherapy.
- b. Respond to a written referral from Kent County DHS by assigning the case to a Master's level therapist to complete a social work family assessment/treatment plan in conjunction with the family. Kent DHS will be notified by the contractor within two days of who has been assigned to the case for assessment/intervention services. The referring worker may alert the Contractor by telephone to the details of any referral needing immediate attention and may choose to fax the written referral to the Contractor for a more immediate response. Each person to be provided service will be identified by name in the written referral to the Contractor with the initial risk level clearly indicated as low, moderate, high, or intense. The referring worker will forward additional information, the initial risk assessment, and investigation report to the Contractor as soon as possible, but no later than 30 days from the referral date.
- c. Gather all necessary data and acquire all releases of information to make the best assessment and evaluation of a case. Data shall include investigation reports written by DHS Protective Services workers (which are forwarded to the Contractor as soon as possible by the DHS Protective Services staff). This data also includes past psychological, social histories, school reports, etc.
- d. Meet with the client and, when possible, any referring DHS Protective Services worker to make a joint assessment of the client's motivation and goals. Joint assessment meetings will usually occur at the client's home, within seven days of receipt of referral information.

NOTE: In some Protective Services cases, it may be necessary to meet with the family on a more immediate basis. The DHS Protective Services worker will alert the Contractor when an emergency situation requires more immediate contact with the referred family.

- e. Provide Master's Level Social Work family assessments for every family referred to the program within thirty days of the referral date to the referring CPS worker. Such assessments must take into account:
 - 1. Thorough assessment of each adult in the home who provides care to the children. The assessment shall include information about the marital/partner relationship, parent child/ren relationship, physical health, employment, mental status, intellectual capacity, and relationships with significant others in the family constellation.
 - 2. Thorough assessment of each child residing in the home. The assessment shall include information about the child's relationship to each parent and to each sibling, each child's physical health, developmental status/schooling, mental status, and relationship with significant others in the family constellation.
 - 3. As part of this assessment, obtain appropriate releases of information and authorizations to obtain information about the family. Appropriate releases may be needed to obtain information such as past psychological reports, past medical history, past school reports, etc. from the family physician, the school, and other providers of service to the family.
- f. Refer any family member to a physician or psychiatrist if there is reason to believe that the individual is in need of medication after completing the family assessment.
- g. Meet with the family face to face once each week while the case is open for services. On a monthly basis, there must be a face to face contact with all minor children residing in the home. For referrals in which the referring CPS worker has made requests for physical abuse checks, complete physical abuse checks on the child/ren at least twice per month and document the results in the progress notes and in written reports.

- h. If a family refuses to comply with the intervention, notify the referring CPS worker and document the contact in the progress notes and in written reports.
- i. Notify Kent County CPS intake of any new allegations of child abuse/neglect immediately followed by a written report within 72 hours as specified in the Child Protection Law. CPS intake will follow normal Kent DHS intake procedures.
- j. Kent DHS CPS workers will receive all case reports for their on-going CPS cases, review, and file them after inputting and updating relevant case information on SWSS. CPS workers will clarify any information in the case report that is ambiguous or leads to questions about the child's safety in the home.
- k. Provide a wide range of services to the family on an individual basis or as a family unit. Services shall include, but not be limited to the following:
 - A cognitive, behaviorally oriented model that encourages the development of linkages with natural helping networks and community resources.
 - Anger management training/techniques
 - Communication skills training/development
 - Interventions that assist the family to face issues such as alcohol and substance abuse, domestic violence, past history of abuse and/or neglect, and depression
- l. Provide a wide range of goal directed services to the family which may include, but shall not be limited to:
 - 1. Assessing risk and aiding the family in developing a behaviorally specific safety plan.
 - 2. Teaching appropriate parenting skills, such as:
 - Alternatives to corporal punishment and neglect which encourage a no-hit policy
 - Age appropriate expectations
 - How a parent may be a role model
 - How to nurture a child
 - Using natural consequences
 - Using praise
 - Developing family rules
 - Recognizing and understanding feelings
 - Criticism, confrontation, and rules for fair fighting

- Developing family routines
 - 3. Assessing and teaching budgeting skills
 - 4. Assessing and teaching personal hygiene and health
 - 5. Aiding the family in meeting medical, psychological, and needs for substance abuse treatment services beyond those which contractor MSW staff are able to provide. Such aid might include setting up appointments, providing transportation, helping set up childcare, etc.
 - 6. Teaching the family housekeeping, homemaking, and other organizational skills needed to provide a positive and safe environment. This shall include modeling needed behavior such as assisting the family to clean the home.
 - 7. Referring and linking the family with needed concrete services (such as aiding the family in obtaining needed furniture, e.g. beds, etc.)
 - 8. Assisting the family to access transportation or provide transportation when such transportation is essential to the family meeting identified goals.
- m. Develop cooperation with the family by:
- 1. Identifying the strengths of the family
 - 2. Joining with the family
 - 3. Negotiating concerns with the family
 - 4. Empowering the client/family
 - 5. Giving compliments
- n. Collaborate with the family to focus on goals that are solution focused; time limited, behaviorally specific, measurable, and achievable.
- o. Document the case through the following:
- 1. Develop an Initial Service Plan (ISP) for each family and submit the plan to Kent County DHS within 30 days of the initial CPS case opening. The ISP shall be developed in collaboration with the family and the MSW/CSW. The ISP must identify and address the reason for the referral from CPS and the family's response to the allegations. Other elements of the plan shall

include, but are not limited to, identifying family strengths, helping the family define the specific goals of the intervention, showing the family how improvement can occur, and plans to connect the family to other community resources to meet their needs and obtain needed support. The format shall include the following:

- Identifying Information-Family Name, DHS Case Number, the Contract Agency Worker/s and the Referring Worker, Date of Referral, Date the Report was written, the date the report was typed, the date the report was approved by contractor supervision and date the report was submitted to DHS
 - List of all “family” members residing in the home
 - Record of Contacts-including dates of all collateral and client family contacts, type of contact-phone, home call, etc, and specific reason for the contact, and a brief summary of the facts/information obtained during the contact. Include attempted contacts and scheduled, but uncompleted appointments
 - Presenting problem and reason for the referral both from CPS perspective and the family’s perspective
 - Family Assessment-Includes assessment details of all family members
 - A summary of how the Service Agreement, specified below, will work toward alleviating the reason for the finding of preponderance of evidence of child/abuse neglect.
2. Develop a Service Agreement with each family and submit the Agreement with the Initial Service Plan to Kent County DHS. The Service Agreement shall be updated quarterly and submitted to DHS with the Updated Service Plan. The family’s involvement shall be clearly documented by their signing of the Service Agreement and by the Service Agreement being written in language the family understands. The Service Agreement shall include:
- Case name
 - Date
 - Name of the Early Impact Worker and the referring worker
 - Goal Statement/s-Goal statements should address the problem areas identified in the family assessment and address the reasons for the finding of preponderance of evidence of child abuse/neglect by CPS. Goals should be

few, stated clearly and succinctly, and should be realistic and achievable in a reasonable amount of time. Whenever possible they should be stated in behaviorally specific terms. List the necessary steps and activities parents, other persons responsible, children and the worker must take to reach the defined goals, including time frames. State the expected and measurable outcomes. Use descriptive language to describe what will result for the family from the positive achievement of the goals.

- Signature line for the parents/persons responsible and the Early Impact Worker with the date
3. Develop quarterly reports. The first quarterly report is due 75 days from the CPS complaint date. Submit all further quarterly reports 90 days after the due date of the first quarterly report. The reports shall include:
 - Brief synopsis of the reason for the referral to CPS
 - Record of all client/family and collateral contacts made during the period covered
 - Progress made during the quarter toward treatment goals/objectives
 - Any significant changes in the family circumstances
 - Any changes in treatment goals
 - An Updated Service Agreement
 4. Submit closing reports. Closing reports must be submitted when the case is officially recorded as closed by the agency. The closing report must include:
 - Brief synopsis of the reason for the referral to CPS
 - Record of all client and collateral contacts made during the period covered by the report.
 - Progress made toward treatment goals/objectives stated in narrative form
 - The current family situation and level of family functioning including an assessment of the well-being of each child individually
 - Clear statement of whether the goals were achieved.
 - Any recommendations made to the family for follow-up services
 5. Maintain progress notes for each family that will include the number of hours spent with the family, a record of any collateral contacts made, any significant interventions or progress made by the family,

any barriers still remaining that need resolution, any referrals made to community resources

6. Prepare formal family court reports and testify in family court when deemed necessary by Kent DHS or the court. Provide necessary written court reports, including one (1) copy of each report for the DHS Protective Services program and four (4) copies of each report for the family court. Deliver each report to the DHS Protective Services worker at least three days before any court hearing.
- p... Review the Service Agreement quarterly with the family updating it as needed and documenting in progress notes and in written reports that such a review occurred.
- q. Keep separate case record files for each family case that include a written referral from DHS and the CPS investigation report, all case reports submitted to DHS, client progress notes that include all contacts made regarding the case, any court reports or court documents, and any other case related documents.
 - r. Present appropriate cases to the Kent County Joint Intake Planning Committee for foster care placement or any other committee that the DHS Protective Services program deems necessary to provide professional insight on appropriate client placement decisions.
 - s. Consult with the referring CPS caseworker regarding closure of the case. Normally the contractor will close the case six months after the date of acceptance of the referral provided the treatment goals have been achieved and the CPS worker agrees to case closure by the contractor. If the treatment goals have not been achieved, the CPS worker will discuss the case with the therapist. The CPS worker will decide whether the case should be extended for an additional three months, whether treatment goals should be revised, or whether the case should be closed.
 - t. Administer a family satisfaction survey approved by Kent DHS after case closure which shall be kept in the case record. A summary of the family satisfaction surveys shall be provided to DHS quarterly to the contract manager.
 - u. Prepare program statistics and graphic reports on a monthly basis, as requested. Submit reports specified in this contract each month to the local DHS office.

- v. Meet as requested with other Early Impact providers at the local DHS for planning, monitoring and problem-solving, as well as maintenance of uniformity for all Early Impact Service providers.
- w. The contract agency will hold team meetings at least twice per month for all staff involved in the Early Impact Ongoing Program. The focus of the team meeting will involve problem solving related to specific cases and also review client outcomes in the program.
- x. Attend quarterly management meetings with Kent DHS CPS liaison staff for planning, monitoring, and problem solving.
- y. Use the Extended Reach web-based case management system to maintain case documentation.

2. Volume of Service

- a. Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 270 to 300

- b. Unit Title: EARLY IMPACT SERVICES

Unit Definition(s): One unit equals 50 minutes of a therapist's/counselor's time in a face-to-face counseling session with a referred client and/or family member(s) and/or other person(s) significant to the client (if specified in the Agency's referral) in the client's home or at a location other than the Contractor's usual place of business, as agreed to by the client. The Contractor may bill for partial units in increments of one-tenth of a unit.

- c. Units: The maximum number of units of service to be provided per term of Agreement shall be: 7020 to 7800

REQUEST FOR QUOTE - RATING CRITERIA

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum 25 points)

A. **Agency**

1. Has bidder ever performed similar services for DHS or another purchaser? How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
3. Does the bidder demonstrate successful collaborative working relationships with other relevant community systems? Does the bidder provide evidence that these collaborations have resulted in improved outcomes for clients:

B. **Staff**

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required

2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.
- . Is supervisory staff required to have an appropriate level of direct care experience?

3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
 - . Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - . Will the service provided correspond to DHS' needs?
 - . Does current administrative staff have previous work experience in directly providing these similar services?
 - . Does current administrative staff have appropriate previous work experience in human service administration?
4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

C. Education

1. Are educational requirements appropriate for each of the following types of staff?
- . Direct Staff
 - . Supervisory
 - . Administrative
2. Does the bidder provide an acceptable level of training for new staff? Does the bidder describe how new staff are trained? Does the provider indicate how case loads are established for new staff?
3. Does the bidder have an acceptable level of on-going training to staff? Does the bidder describe how on-going training is provided and the sort of training available?
4. Does agency training correspond to the needs of the identified population to be served?

D. Performance

1. If this or similar services were provided to DHS previously:
- . Were the terms of the agreement fulfilled satisfactorily?
 - . Was DHS satisfied with the quality of services provided?
 - . If not, did the bidder submit and implement appropriately corrective action plan?

2. If these or similar services were provided to other purchasers:
 - . Were the purchasers satisfied with the services provided?
 - . Were the services monitored by the purchasing agency?
 - . If yes, were monitoring reports satisfactory?

II. Program Implementation (Work Plan)
(Maximum 40 Points)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population? Does the bidder's work plan demonstrate an understanding of the client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation? Does the proposal describe an acceptable approach to encourage client participation in decision making and identification of their needs?
5. Does the bidder have an acceptable continuous quality improvement component to ensure quality service to clients that is relevant to the outcome of children being safe in their family homes? Does the bidder have an acceptable plan to ensure compliance with contract requirements?
6. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
7. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
8. Is the bidder's proposed intervention adequate to appropriately address client needs? Does the bidder identify the resources available to both bidder staff and to clients to reach the goal of children being safe in their own family homes?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening? Is the bidder's procedure for screening staff for prior criminal activity, driving record, and prior history of child abuse/neglect acceptable?
4. Does the bidder have an acceptable turnover rate for direct care staff? Does the bidder clearly indicate the turnover rate for direct care staff in the current programs they have that are similar in nature to that of the proposal?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Support Activities

1. Is the facility large enough to meet the demand for services in the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
3. Does the bidder identify an adequate plan to assure an appropriate level of security for clients?
4. Does the bidder identify an adequate plan to assure an appropriate level of security for the public?

III. Outcomes

(Maximum 15 Points)

- A. Were behavioral outcomes of services provided to DHS or other purchasers satisfactory?
- B. Was the bidder able to demonstrate ability to establish and achieve outcome goals?
- C. Were behavioral outcome goals that were established for the services appropriate?

- D. To what degree were outcome goals achieved? For what percentage of population served were goals achieved? What percentage of goals was achieved?
- E. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services?

IV. Fiscal Resource Allocation

(Maximum 20 points)

- A. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- B. Is supervisory and administrative support adequate with respect to appropriately
 - . Consultation
 - . Back-up
 - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?
- D. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- E. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- F. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
- G. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- H. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Availability/Accessibility

- A. Is the bidder reasonably accessible to the client population during non-traditional service hours? Did the bidder provide evidence of providing service during non-traditional service hours in this program or similar programs provided by the bidder?
- B. Does the bid response adequately describe how bidder will provide outreach services?
- C. Is the bidder able to provide services at times when most clients can access them?
- D. Transportation
 - Is the bidder located close to public transportation?
 - Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- E. Does the bidder make adequate provision for client transportation needs?
- F. Are the bidder's facilities and services easily accessible to clients with disabilities?
- G. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- H. Does the bidder have an appropriate plan for serving clients with physical disabilities?
- I. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover letter.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on www.cpexpress@michigan.gov
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name: _____

2. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

3. Bidder Mail Code: _____ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

_____ private, non-profit

_____ private, proprietary

_____ public

5. Bidder's fiscal year begin date: _____ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

A. Bidder Experience/Qualifications

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
 - Brief description of service provided;
 - Purchaser of the service;
 - Description of client population served;
 - Dates of service provision;
 - Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
 - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

B. Work Plan (Program Implementation)

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery. Describe how the service plan will address client barriers.
2. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would engage and assist the client in accomplishing goals. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.

4. **Supervision**

Describe when and how staff will be supervised.

5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.

6. Explain how the client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
8. Describe your plan to coordinate services with other community agencies involved in the client's treatment plan. Identify the agencies, the services, the

level of coordination and client involvement, and bidder history with community agencies.

8. Describe the resources/educational materials and tools that are routinely used by therapists in their work with families. Provide samples of any materials that are provided to **all** clients/families such as releases of information, descriptions of services to be provided, information about your agency, community resources, etc. .

C. Achievement of Outcomes

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. Identify the percentage clients served who will be able to ensure safety and well being for their children at case closure. Identify how this percentage was determined.

D. Availability

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services either provided directly by the bidder or community services recommended by the bidder, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Indicate ability to respond to crisis situations.
8. Special assistance
 - . How available
 - . How used and when
9. Other
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

MULTI-YEAR CONTRACTS:
DOCUMENTATION OF REASONABLENESS OF COST

In documenting the cost to establish a multi-year contract bid response the bidder should follow the same BUDGET COMPLETION INSTRUCTIONS and use the same Budget forms as a bidder proposing a one-year contract. The bidder should complete the Budget Statement (CM-468) and the Budget Statement Detail forms (CM-468A's) for a 12 month period. Budgets for a 12 month period of operation will provide a common basis to evaluate multi-year bid response. If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.

The bidder may adjust the first year budget to establish a multi-year bid response. However, the methodology should be described. In other words, the proposed price will be based on initial year costs, (reflected in the budget), adjusted for anticipated increases in the subsequent year(s) of the bid response period. The basis for the amount and the reasonableness of the adjustment must be established by additional rationale and explanation. The price established and approved by DHS will be in effect for the entire period of the multi-year contract and cannot be changed during that time.

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1:

Unit Definition:

- a. Price per unit of service: \$_____ /unit
- b. Anticipated number of clients to be served: _____
- c. Anticipated number of units provided: _____

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name *	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
**MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

* Please provide information on staffing only for services to be provided for the request for quote/contract.

**Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, prorate the position into the correct categories.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

RESOURCE GRID

MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.